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Upcoming UIS Maintenance Alert: Production Systems Maintenance for critical patches from 6 a.m. to noon Saturday, May 7 [1]

April 7, 2022 by UIS Communications [2]

Description:

Most production services universitywide will be unavailable for a 6-hour window from 6 a.m. to noon Saturday, May 7, to install a critical patch update to CU's systems. Critical patches ensure the university's systems are secure.

Timing: **6 a.m. to noon Saturday, May 7**

Impact: Most production services will be unavailable throughout the maintenance window.

Unavailable systems: Campus SolutionsCampus SolutionsCU-SIS Campus Solutions (CS) is the primary component of CU Student Integrated Systems (CU-SIS). It encompasses many functions directly related to student administration, faculty workload and course management. [3] | Campus Solutions Mobile ApplicationCampus Solutions Mobile ApplicationCampus Solutions Mobile Application or Campus Mobile is a collection of eight mobile applications that serve our four campuses via Android and Apple mobile operating systems. Each campus has branded their mobile apps to their specifications. The mobile applications expose Campus Solutions' Student Center via mobile device, formatting content appropriately. [4] | Central Information Warehouse (CIW)Central Information Warehouse (CIW)The Central Information Warehouse (CIW) is CU's system-wide centralized data repository for information sourced from administrative systems. [5] | ConcurConcurThe Concur Travel & Expense System (Concur) is the university's system for booking official employee travel, requesting cash advances, requesting reimbursement and reconciling procurement card and travel expenses. [6] | Constituent Relationship Management (CRM)Constituent Relationship Management (CRM)Constituent Relationship Management, PeopleSoft (CRM) is the primary tool to send recruitment communications to prospective students and applicants for CU campuses. [7] | CU-DataCU-DataThe CU Reporting System (CU-Data/CU Reporting/Cognos/Motio/Data Stage) is a robust tool offering standardized business intelligence reports to assist with analysis and presentation of data contained in the Central Information Warehouse (CIW).

[8] | CU MarketplaceCU MarketplaceThe CU Marketplace is the university's official procurement-to-pay system. The software is used by CU to create and approve purchase requisitions, place purchase orders, receive goods and services and process invoices. [9] | Degree Audit and Transfer Credit (DATC)Degree Audit and Transfer Credit (DATC)The Degree Audit and Transfer Credit (DATC) system tracks academic progress toward graduation. It evaluates CU and transfer courses to a specific academic program. [10] | Enterprise PortalEnterprise PortalEnterprise Portal is the main point of entry for self-service applications for students, faculty and staff. It is sometimes called CU Resources, MyCUInfo, myUCCS Portal or CU Access. [11] | eRA InfoEd applicationeRA InfoEd applicationInfoEd is an electronic research portal system used to manage the research lifecycle, from start to finish. [12] | eRAeRAThe Electronic Research and Administration (eRA) system automates processes the university uses to apply for research grants and other funding. The interface with HCM shares information related to payroll, benefits and other activities. [13] (interface with the HCM system only) | FINFINThe PeopleSoft Finance System (FIN) is a Web-based application that allows CU employees to perform the tasks needed to manage financial information. [14] | HCMHCMHuman Capital Management (HCM) software is used for core human resources, payroll and benefits, and other HR-related activities. [15] | HireRightHireRight I-9 and E-verifyHireRight's I-9 Solution satisfies U.S. Citizenship and Immigration Services requirements related to the electronic creation, signature, retention and security of the Form I-9. This paperless process enables users to create, view, download, store and print the Form I-9, as well as management reports, on-demand. It also performs the E-Verify portion of the process. [16] | International Tax NavigatorInternational Tax NavigatorThe International Tax Navigator application is used for tax treaty administration and annual 1042-S tax reporting for international employees, students and vendors. [17] | ImageNow | Integration GatewayIntegration GatewayIntegration gateway is a platform that manages the receipt and delivery of messages passed among systems through PeopleSoft Integration Broker. [18] | LegalFiles |LinkedIn LearningLinkedIn LearningLinkedIn Learning provides an online library of nearly 25,000 instructional videos covering the latest software, creative and business skills. [19]| My LeaveMy LeaveMy Leave is used to collect, review and approve employee time and leave information. [20] | OnBaseOnBaseOnBase is a document management solution that secures business content in a centralized, secure location that is easily accessed from any device or location. [21] (direct access and Unity Client) | ParchmentParchmentParchment is a digital credential service, allowing learners, academic institutions, and employers to request, verify and share credentials. [22] | PhirePhirePeopleSoft's Phire Architect tool automates file and application migrations and helps manage application development change requests. [23] | R25 | Secure Enterprise Search (SES) | Secure File Transfer ProtocolSecure File Transfer ProtocolThis system used for the transfer of computer files between a client and server on a computer network. [24] | SharePointSharePointSharePoint is a web-based collaborative platform that integrates with Microsoft Office. It is primarily a document management and storage system, but the product is configurable and usage can vary substantially among different teams and departments. [25] | Skillsoft | SunapsisSunapsis The Sunapsis application is used by campus International Education and Admissions offices to report and track foreign national students and scholars from around the globe and help keep them engaged in learning at CU. [26] | TeamMateTeamMateTeamMate Audit is a comprehensive audit management system designed to help auditors and audit department leadership manage all aspects of the audit process. [27] | Terminal Servers Developer Terminal Server ServicesDeveloper terminal server services is remote desktop access to specific servers allowing multiple developers access for the purpose of doing development work.

[28] | TTO Portal | Web Peformance MonitoringWeb Performance Monitoring Automatically monitors web-based internal and external applications for performance issues, such transaction responsiveness, speed and bottlenecks, to ensure optimal performance for end users. [29]

Available 1800 Grant and Production services: 1800 Grant File and Print Services 1800 Grant File and Print ServicesThe file and print services at the CU System office at 1800 Grant St. [30] | 1800 Grant VDIs1800 Grant VDIsVirtual desktop infrastructure (VDI) is virtualization technology that hosts a desktop operating system on a centralized server in a data center. [31] | 1800 Grant Phones1800 Grant PhonesThe phone system used at the CU System office at 1800 Grant St. [32] | CherwellCherwellCherwell Service Management is a platform that enables delivery of efficient services, allows for the automation of business processes and workflows, and service desk functionality. [33] | cu.edu emailcu.edu emailThe email system used at the CU. [34] | Law ToolboxLaw ToolboxLaw Toolbox is an integration into Microsoft Office that automates deadlines and rule changes. [35] | Microsoft TeamsMicrosoft TeamsMicrosoft Teams is cloud-based team collaboration software that is part of the Office 365 suite of applications. The core capabilities in Microsoft Teams include messaging, calling, video meetings and file sharing. [36] | Tableau Servers | Wired and Wireless network for 1800 GrantWired and Wireless network for 1800 GrantThe wired and wireless internet network at the CU System office at 1800 Grant St. [37] | VPNVPNVirtual Private Network (VPN) is a connection method used to add security and privacy to private and public networks. [38]

All non-production services will be available.

Not sure if you use these systems? Visit the UIS Glossary [39] for details on each application.

More information:

- The Business Calendar [40] highlights future maintenance window dates and times.
- The UIS Maintenance Matters Blog [41] details upcoming UIS service maintenance events.

Thank you for your cooperation as we complete this necessary maintenance work.

production [42], critical patch updates [43]
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